



Filing a Complaint at Lake Area Technical Institute

Lake Area Technical Institute recognizes that there may be conditions that are in need of improvement and that students and others should have some means by which their concerns may be effectively expressed, considered, and dealt with fairly. Such means can do much to maintain harmonious relationships between the Institute and the students and community.

LATI desires that all types of complaints be handled informally at the level closest to the origin of the complaint, but that channels also provide for filing official complaints when resolution is not achieved. LATI will follow approved policies and procedures for handling complaints.

- To file an official complaint or appeal with the Institute, please refer to Grievance Policy on page 32 of the Student Handbook.

<http://www.lakeareatech.edu/current/downloads/Handbook2010.pdf>

- To file a grievance alleging a violation of federal and state civil rights laws, rules and regulations, please refer to the Grievance Policy on file in the district Business Manager's office.

For all complaints, the first course of action must be to try to resolve the complaint directly with LATI through informal or formal processes. If the matter is not resolved through formal processes, you may choose to file a complaint with the South Dakota Office of Curriculum, Career and Technical Education (OCCTE). The OCCTE office will only handle those complaints that concern educational programs or practices of technical institutes and that have exhausted the individual institution's formal process for complaints. The office does not handle anonymous complaints, nor does it intervene in matters concerning an individual's grades or examination results, as these are the prerogative of the institute's faculty.

Complaint Procedure: <http://www.doe.sd.gov/octe/documents/Complaint.pdf>

Complaint Form: <http://www.doe.sd.gov/octe/documents/TICompFrm.doc>

LATI is accredited by The Higher Learning Commission. For complaints related to institutional practices that may not meet the Criteria for Accreditation established by The Higher Learning Commission, individuals should direct complaints to HLC.

<http://www.ncahlc.org/information-for-the-public/complaints.html>

Allegations about an individual LATI program's failure to comply with program accreditation standards should be directed to the accrediting body in question.

- Practical Nursing - www.nlnac.org
- Medical Assistant – <http://www.caahep.org/Content.aspx?ID=37>
- Medical Laboratory Technician – <http://www.naacls.org/student-center/appeals.asp>
- Dental Assisting -- http://www.ada.org/sections/educationAndCareers/pdfs/coda_complaints.pdf
- Physical Therapy Assistant -- <http://www.capteonline.org/Complaints/>
- Occupational Therapy Assistant -- <http://www.aota.org/Educate/Accredit.aspx>

A complaint of consumer fraud on the part of LATI should be directed to the South Dakota Attorney General's office.

<http://atg.sd.gov/Consumers.aspx>